

# OFFICE OF THE TENANT ADVOCATE QUARTERLY REPORT

First Quarter of 2024

build safe | live safe

**NYC**  
Buildings

# BACKGROUND

- This quarterly report has been prepared pursuant to **Local Law 161 of 2017** and covers the first quarter of 2024.



# OFFICE OF THE TENANT ADVOCATE

## Inquiries & Complaints

The number of complaints received by the **Office of the Tenant Advocate (OTA)** and a description of such complaints:

- This quarter OTA received **569 inquiries**. Those complaints resulted in **344 inspections** by DOB's Multiple Dwelling Inspections Unit (MDI) and/or other DOB Enforcement units and **248 referrals** to other City and State agencies.

# OFFICE OF THE TENANT ADVOCATE

## Inquiries & Complaints

*(CONTINUED)*

- Where a tenant harassment inquiry requires an inspection, the Multiple Dwelling Inspections Unit (MDI) is currently performing such inspection within **.743 days** of the date of referral.
- Additionally, OTA conducted proactive portfolio research in **69** buildings identified as **at risk** and referred **14** Tenant Protection Plans for audit.



# OFFICE OF THE TENANT ADVOCATE

## Inquiries Received by OTA primarily include:

- Work Without a Permit complaints
- Failure to comply with **Tenant Protection Plan (TPP)** or unsafe construction complaints
- Failure to post a TPP Notice or Safe Construction Bill of Rights complaints
- Inquiries pertaining to Department processes (*i.e., How to post or deliver TPPs*)

# OFFICE OF THE TENANT ADVOCATE

## Inquiries Received by OTA primarily include:

*(CONTINUED)*

- Insufficient TPPs; **and**
- Questions about the TPP Special Inspection requirement



# OFFICE OF THE TENANT ADVOCATE

## Tenant Communication Efforts

OTA interacts with tenants on a regular basis. The following describes OTA's communication efforts to Tenants:

- OTA serves as a resource to community-based organizations, city/state/federal elected officials, and government agencies.
- OTA participates in the bi-monthly North Brooklyn Housing Task Force with local community groups, elected officials, and city/state agencies.

# OFFICE OF THE TENANT ADVOCATE

## Tenant Communication Efforts

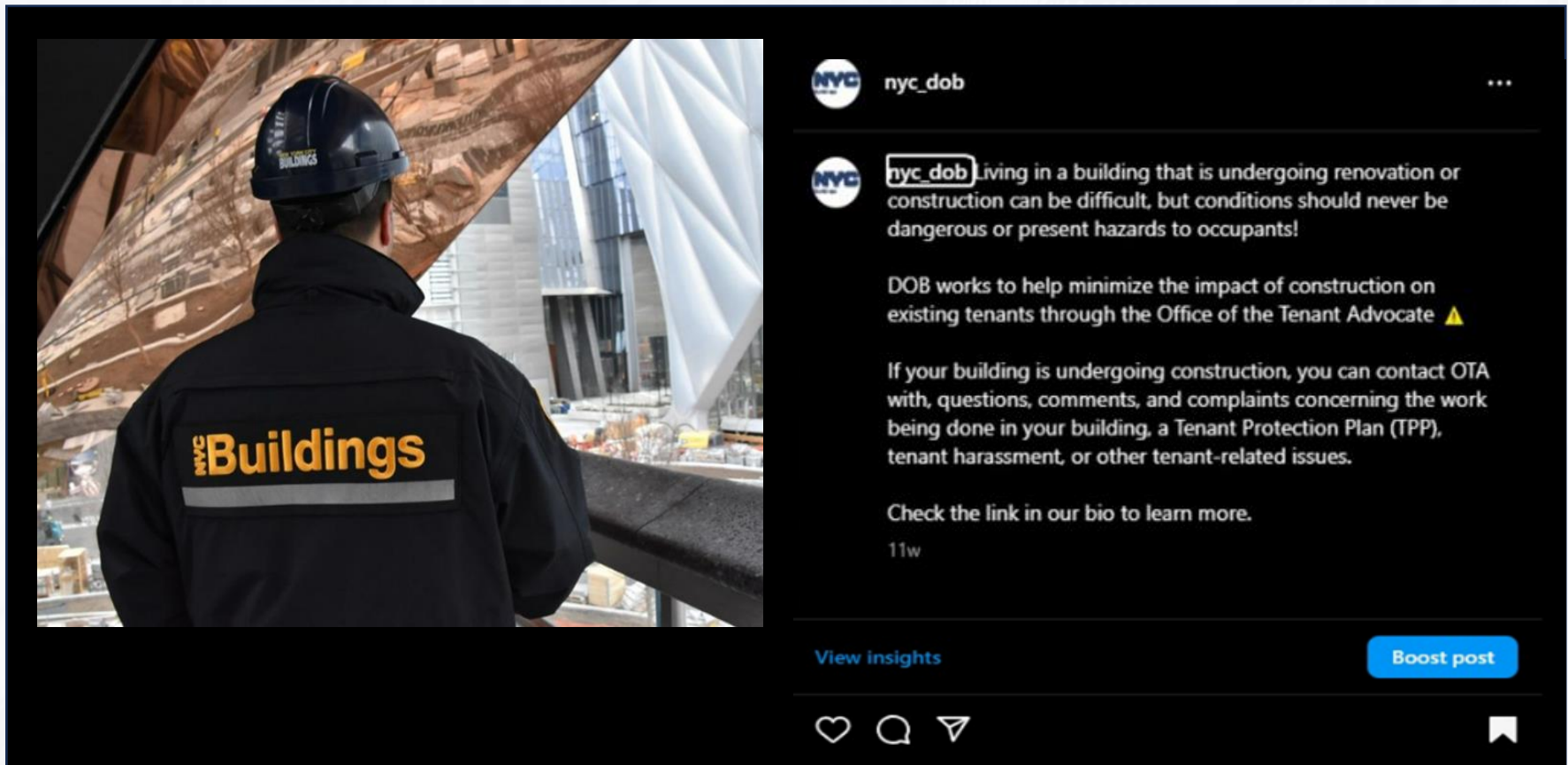
*(CONTINUED)*

- OTA's contact information is listed on DOB's website, which allows the public to contact OTA directly. OTA can be reached by phone at **(212) 393-2949** or by email at **[tenantadvocate@buildings.nyc.gov](mailto:tenantadvocate@buildings.nyc.gov)**.



# OFFICE OF THE TENANT ADVOCATE

## Communication Efforts



# OFFICE OF THE TENANT ADVOCATE

## Communication Efforts



NYC Buildings

March 4 · 🌐

...

Construction can be noisy, dusty and disruptive. Living in a building that is undergoing renovation or construction can be difficult, but conditions should never be dangerous or present hazards to occupants. That's why DOB works to help minimize the impact of construction on existing tenants through the Office of the Tenant Advocate (OTA)!

OTA is here to serve as a resource to tenants who are affected by work in occupied buildings. If your building is undergoing construction, you can contact OTA with questions, comments, and complaints concerning the work being done in your building, a Tenant Protection Plan (TPP), tenant harassment, or other tenant-related issues.


Learn more: <https://www.nyc.gov/site/buildings/tenant/ota.page>



# OFFICE OF THE TENANT ADVOCATE

## Communication Efforts

You reposted

 **NY Senator Jessica Ramos** @NYSenatorRamos · Mar 28

Next week representatives from @NYC\_Buildings will have office hours at our office #SeenIn13! The DOB has many offerings to support both tenants and homeowners.

Call us at (718) 205 3881 to make an appointment!

STATE SENATOR  
*Jessica Ramos*

**NYC**  
Buildings

**DEPARTMENT OF  
BUILDINGS  
IN OUR DISTRICT**

Come and get in-person assistance by a DOB representative

Get assistance with:

1. Building violations
2. Permits
3. Inspection Procedures
4. Enforcement Actions and more

Tuesday, April 2nd, 2024  
11am - 1pm  
District Office  
74-09 37th Ave. Ste. 302  
Jackson Heights NY 11372

Call us at (718) 205 3881 to make an appointment.

STATE SENATOR  
*Jessica Ramos*

**NYC**  
Buildings

**¡DEPARTAMENTO DE  
EDIFICIOS (DOB)  
EN TU DISTRITO!**

Ven y recibe asistencia en persona por parte de un representante del Departamento de Edificios de la Ciudad de NY.

Recibe asistencia con:

1. Violaciones de su edificio
2. Permisos
3. Procedimientos de inspección
4. Cumplimiento de leyes

Martes 2 de abril 2024  
11am - 1pm  
Oficina de Distrito  
74-09 37th Ave. Ste. 302  
Jackson Heights NY 11372

Llámenos al (718) 205-3881 para hacer una cita.

# OFFICE OF THE TENANT ADVOCATE

## Communication Efforts

 NYC Buildings  
March 28 at 11:34 AM · 🌐

 **COUNCIL MEMBER  
CARLINA RIVERA**  
NEW YORK CITY COUNCIL DISTRICT 2

***DOB in Your District***

The Department of Buildings will be in our district office to provide support on a variety of inquiries, including complaints regarding building violations.

**Thursday, April 18**  
11:00 A.M. - 3:00 P.M.  
254 E 4th Street

**DOB CAN ASSIST WITH:**

- Questions regarding construction in the area
- Tenant advocacy questions
- Complaints regarding building violations
- General DOB inquiries

Please contact (212) 677-1077 or [District2@council.nyc.gov](mailto:District2@council.nyc.gov) to schedule your appointment

 Councilwoman Carlina Rivera 利華娜  
March 28 at 10:00 AM · 🌐

NYC Buildings will be in our district office on Thursday, April 18 from 11:00 a.m. to 3:00 p.m. at 254 E 4th Street, to provide support on a variety of inquiries... See more



# OFFICE OF THE TENANT ADVOCATE

## Communication Efforts

**NYC Buildings** January 31 · 🌐

📢 ATTENTION NEW YORKERS!

Remember, it is illegal for someone to pressure or force you to leave your home. Do not self-evict!

Call 311 and ask for the Tenant Helpline to learn more about your rights. Follow @mayorspeu for more. #KYR

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**KNOW YOUR RIGHTS**

**Illegally locked out of your home?**

**NYC** Tenant Support Unit  
Mayor's Public Engagement Unit

**!**

It is illegal to lock someone out of their home or try to evict someone without going through a court process. Your immigration and lease status don't matter. Unless evicted through an official court process by an NYC marshal, you have the legal right to remain in your home.

**If you are illegally locked out of your home, FOLLOW THESE STEPS**

- #1** Call 911 right away.
- #2** Call 311 and ask for the Tenant Helpline.
- #3** Go to your borough's housing court to file an Order to Show Cause for emergency relief to be allowed back into your home.
- #4** Call 311 and ask for HPD to report utility shut-offs.

**NYC** Mayor's Public Engagement Unit

# OFFICE OF THE TENANT ADVOCATE

## Communication Efforts





# OFFICE OF THE TENANT ADVOCATE

## Communication Efforts

**NYC Buildings** NYC Department of Buildings  
22,959 followers  
1mo • 📍

Did you know that most NYC residential buildings **MUST** install natural gas detectors by 2025 🤖

Make sure that your property is not caught unaware by the new rule stemming from City Council legislation.

And thanks to the Brick Underground for the coverage!

<https://lnkd.in/eddsMZ6c>



Most NYC residential buildings must install natural gas detectors by 2025  
brickunderground.com • 2 min read

# OFFICE OF THE TENANT ADVOCATE

## Communication Efforts





# OFFICE OF THE TENANT ADVOCATE

## Tenant Safety Inspections

The number of inspections conducted by the Multiple Dwelling Inspections Unit (MDI) related to tenant harassment and TPP compliance are as follows:

- This quarter, MDI **conducted 713 inspections** stemming from tenant harassment complaints, resulting in **600 violations** and **23 Stop Work Orders (SWOs)**.
- Additionally, **263 proactive MDI TPP compliance inspections** resulted in **5 violations** for unsafe conditions and **5 Stop Work Orders (SWOs)**.

*\*includes OTA referrals*

# OFFICE OF THE TENANT ADVOCATE

## Tenant Safety Inspections

*(CONTINUED)*

- **188 six-month re-inspections for TPP compliance** resulted in **20 violations** and **11 SWOs**.
- Finally, as a result of **264 proactive inspections**, **29 violations**, and **8 SWOs** were issued to contractors who are listed on the Department of Buildings' published watch list for contractors found to have performed work without a required permit in the preceding 2 years.





# **NYC<sup>TM</sup>** **Buildings**

[nyc.gov/buildings](https://nyc.gov/buildings)